



Parents and Carers as Partners Policy

We believe that for children to receive high quality care and early learning that suits their individual needs, parents and staff need to work together in a close partnership. The two-way sharing of information is key to this. The nursery team welcomes parents as partners and this relationship needs to be built on trust and understanding. It is important that we, as practitioners, can support parents in an open and sensitive manner.

The key person system supports engagement with all parents and will use strategies to ensure that all parents can contribute to their child's learning and development. Parents contribute to initial assessments of children's starting points on entry and they are kept well informed about their children's progress. Parents are encouraged to support and share information about their children's learning and development at home. The key person system ensures all practitioners use effective, targeted strategies and interventions to support learning that match all children's individual needs.

Loversall Farm Day Nurseries Parent Charter will outline our expectations from parents and what parents can expect from the staff team at Loversall Farm Day Nursery.

Our policy is to:

- Recognise and support parents as their child's first and most important educators, and to welcome them into the life of the nursery.
- Generate confidence and encourage parents to trust their own instincts and judgement regarding their own child.
- Welcome all parents into the nursery at any time.
- Welcome nursing mothers. The nursery will make available a private area whenever needed to offer space and privacy to nursing mothers.
- Ensure nursery documentation and communications are provided in different formats to suit individual parents if applicable. **The Dayshare electronic system will be used as a two way communicative tool whilst children are in attendance, however this will never take away the direct care of the children and will be updated when safe to do so**
- Ensure that all parents are aware of the nursery's policies and procedures. A detailed parent prospectus will be provided and our full policy documents will be available to parents at all times available upon request. Parents are informed of updates and are invited to comment on relevant policies.
- Maintain regular contact with parents to help us to build a secure and beneficial working relationship for their children.
- A new parent notice board is now displayed just outside the main entrance door. This will display relevant information and the learning that is taking place in all rooms within the nursery.

- A learning board is displayed in the 2-3 and 3-5 year rooms and in the hallway for the Baby Room. This will keep parents informed as to the activities and planning taking place within their child's base room, along with photographs
- Support parents in their own continuing education and personal development and inform them of relevant conferences, workshops and training – see parent information board.
- Create opportunities for parents to talk to other adults in a secure and supportive environment through such activities as open days, parent's evenings and nursery celebrations including; Easter, Harvest and Christmas
- Inform parents about nursery activities and events through termly newsletters.
- Operate a key person system to enable a close working relationship with all parents. Support two-way information sharing regarding each child's individual needs both in nursery and at home.
- Inform parents on a regular basis about their child's progress and involve them in the shared record keeping. One to one parent meetings are held every term or at a time to suit parents. Parents are welcome to request these meetings whenever they desire.
- Encourage parents to contribute to children's learning through sharing observations, interests and experiences from home. This could be verbally, sharing photographs or in written form through the electronic Daycare system..
- Consider and discuss all suggestions from parents concerning the care and early learning of their child and nursery operation.
- Provide opportunities and support for all parents to contribute their own skills, knowledge and interests to the activities of the nursery.
- Inform all parents of the systems for registering queries, compliments, complaints or suggestions, and to check that these systems are understood by parents. All parents have access to our written complaints procedure.
- Provide opportunities for parents to learn about the Early Years Foundation Stage and about young children's learning in the nursery and at home.
- Provide a written contract between the parent(s) and the nursery regarding conditions of acceptance and arrangements for payment.
- By welcoming visits to the setting from the child's other carer's e.g child minder to ensure good communication enabling the child's individual needs to be met.
- Respect the family's religious and cultural backgrounds and beliefs and to accommodate any special requirements wherever possible and practical to do so.
- Find out the needs and expectations of parents. These will be obtained through Survey Monkey and encouraging parents to review working practices. These are then evaluated by the nursery to promote nursery practice, policy and staff development.
- Should your child's key person be unavailable to provide feedback to a parent at the end of the day, they have a responsibility to provide all relevant information to the member of staff who will be liaising with the parents at the end of the session. This practice will ensure that parents are always provided with relevant information, therefore supporting the health and well-being of the child.

- Where a parent raises a concern with a member of staff at the point of arrival or during their feedback at the end of their child's session, the staff member must share the concerns immediately with the management team. This will enable the manager/deputy to address the concern in a timely manner and if applicable, provide the parent with a copy of the complaints procedure.

This policy was adopted on	7 September 2018
Signed on behalf of the nursery	
Signed Nursery Owner	
Date of review	September 2026